



# Memorandum

## WORKPLAN CONTENTS

### SMART CITIES & SERVICE IMPROVEMENTS COMMITTEE WORKPLAN

March - June 2017

#### **COMMITTEE MEMBERS:**

CHARLES “CHAPPIE” JONES, CHAIR  
SAM LICCARDO  
JOHNNY KHAMIS  
DEV DAVIS  
LAN DIEP

#### **STAFF:**

KIP HARKNESS, CITY MANAGER’S OFFICE  
STEVEN DINOTO, CITY MANAGER’S OFFICE  
SHIREEN SANTOSHAM, MAYOR’S OFFICE  
ELIZABETH KLOTZ, CITY ATTORNEY’S OFFICE  
TONI TABER, CITY CLERK’S OFFICE

**MISSION STATEMENT:** To achieve the strategic goals of San José’s *Smart City Vision* by advancing innovation projects at scale, demonstration/pilot projects, and strategy & policy initiatives that deliver community benefit, optimize resources, improve service delivery, and build capacity for future success.

## MARCH 2, 2017

### **1. Talent Recruitment Initiative** (Innovation & Digital Strategy)

**Purpose:** To provide a verbal update of ongoing and planned strategies to improve the number, quality, and cycle time associated with recruiting, hiring, and retaining/developing City employees; update on progress against first-phase goals. Discussion and feedback to staff.

### **2. Information Technology Department Strategic Plan** (ITD, Innovation & Digital Strategy)

**Purpose:** To provide the first quarterly update of the assessment of the City’s information technology portfolio, capabilities, and needs. Share plan to address the strategic utilization of resources that will enable the City to execute and sustain the Smart City Vision over a three-year period, including coordination of the enterprise technology stack and execution across department lines, as well as adoption of outcome measures for management and budget reporting. Discussion and feedback to staff.

### **3. Cybersecurity** (ITD):

**Purpose:** To provide first quarterly update regarding ITD’s capacity to minimize the City’s risks from cybercrime and cyber-disasters. Plan to mature the City’s security program, including accountability for compliance requirements, as well as demonstration of evolving

security capabilities as part of coordinated security “game day” exercises. Updates regarding status of key security-related audit findings. Discussion and feedback to staff.

**4. Innovation Roadmap (Innovation & Digital Strategy)**

**Purpose:** To provide first monthly committee report that lists all innovation projects (and key performance indicators) spanning three categories (i.e., ongoing implementation at scale, strategy/demonstration/pilot, and capacity building) that comprise the Innovation Roadmap. Discussion and feedback to staff.

**APRIL 6, 2017**

**1. Information Systems Audits Updates (ITD, City Auditor)**

**Purpose:** Provide updates on the status of outstanding process and controls-related findings stemming from five ITD audits, including: technology deployments; call-handling; general controls; mobile devices; and, financial statements (by external Auditor). Discussion and feedback to staff.

**2. Data Analytics and Open Data Initiative (Innovation & Digital Strategy, ITD)**

**Purpose:** Provide an update on the status of recent data-driven efforts to improve select department’s analytic capacity, increase transparency, and bolster efficient service delivery. Discussion and feedback to staff. Including an exploration of the Master Address Database project creating a single source of truth for permitting, billing, and dispatch.

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**MAY 4, 2017**

**1. Customer Relationship Management (ITD, Innovation & Digital Strategy)**

**Purpose:** Provide an update of the ongoing CRM project that will deliver a high-quality customer experience for those residents and businesses who seek to leverage web/mobile-enabled functionality to interface with and/or conduct City services online. Updates on status of project work regarding CRM integration with key technical systems, the City Contact Center, data aggregation and analysis, customer-facing neighborhood dashboard, and planned support for new online services. Discussion and feedback to staff.

**2. Information Technology Department - Policies Refresh (ITD)**

**Purpose:** Provide first bi-annual update on initiative to re-structure ITD policies to maximize understanding and adherence, as well as to modernize aged controls and processes that align with contemporary operating environment. Discussion and feedback to staff.

**3. Demonstration Projects Update** (Innovation & Digital Strategy)

**Purpose:** Provide update on Innovation demonstration projects to date, as well as present possible guiding principles for future refresh of *Framework for Establishing Demonstration Partnerships* policy. Discussion and feedback to staff.

**4. Development Services Process Improvements** (PBCE, Innovation & Digital Strategy)

**Purpose:** To provide a verbal update on process improvements being implemented by Development Services staff in collaboration with the Innovation Team, using an approach that is customer-centered, data-driven and iterative. Discussion and feedback to staff.

**5. Innovation Roadmap** (Innovation & Digital Strategy)

**Purpose:** To provide monthly committee report that lists all innovation projects (and key performance indicators) spanning three categories (i.e., ongoing implementation at scale, strategy/demonstration/pilot, and capacity building) that comprise the Innovation Roadmap. Discussion and feedback to staff.

**JUNE 1, 2017**

**1. Report on Key State Legislation** (Intergovernmental Relations, Innovation & Digital Strategy)

**Purpose:** To provide the Committee with a report on key State legislation relevant to the Smart Cities & Service Improvements Council Committee. Discussion and feedback to staff.

**2. Digital Inclusion Update** (Innovation & Digital Strategy, Library, PRNS)

**Purpose:** To provide a verbal update on status of ongoing work related to three items: digital infrastructure assessment; broadband strategy development; and, digital inclusion strategy and policy development. Discussion and feedback to staff.

**3. Autonomous Vehicles Strategy Update** (Department of Transportation)

**Purpose:** To provide an update on work underway and planned with key partners to support the development of Automated Vehicle (AV) regulations, policies, and pilot projects that align with the City's goals for a balanced, efficient and safe transportation system. Discussion and feedback to staff.

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